

DOCKET INDEX
GARCIA VS. QUESTAR
FORMAL COMPLAINT

DOCKET# 08-057-05	In the Matter: the Formal Complaint of Garcia vs. Questar Gas Company	56574
Date	Description	SS#
March 12, 2008	Formal Complaint * Exhibit A	f:h:c\08-057-05\031208fc f:h:c\08-057-05\031208fc exA.pdf
March 12, 2008	Action Request, Due: April 11, 2008	56573
March 14, 2008	Fax from Ms. Garcia	f:h:c\08-057-05\031408 fax.pdf
March 20, 2008	Fax from Ms. Garcia	f:h:c\08-057-05\032008 fax.pdf

f:h:c\08-057-05\032008
fax.pdf

3/19/08

UTAH PUBLIC
UTILITY COMMISSION

2008 MAR 20 A 7:40

Docket # 08-057-05

1496021

Julie - RECEIVED

I just received my "new" gas BILL that was supposed to be doubled? All current Gas Billing and explain to me how last month could be \$167.37 and this month be \$78.51 - almost half of Feb's bill! Notice the interest on unpaid previous balance (I thought there wasn't any interest for 3 years?) Also, what does "An estimated read was used to calculate your Bill" mean? Supposedly my meter has always worked - why the estimated read? Please follow up w/me and give that reporter whatever he needs re: my complaint -

Sincerely

3 pages.

Account: [REDACTED]

Page 1 of 1

QUESTAR**Gas**

Your previous balance was not received prior to last month's due date. Payment is due before the past due date. Thank you if your payment has been made.

Account Summary as of: March 17, 2008

Previous Balance Due - 03/07/2008	1,082.11
Payment Received - 3/6/2008	-100.00
Current Charges - Gas Service	78.51
Adjustments	9.62

Total Amount Due Upon Receipt **\$1,050.24**

1% monthly interest (12% annually) charged on balance on or after 04/08/2008.

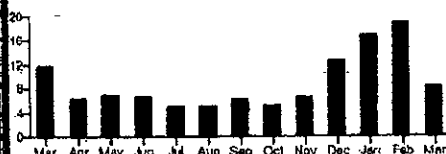
Service Address: [REDACTED]

4.611040 0.012105 429.190000 308.000000

Residential Gas Service UTGS1 Rate

Service Agreement: [REDACTED]

Comparison	Last Year	This Year
Decatherms/Day	0.36	0.30
Dollars/Day	\$3.57	\$2.80

DTH Usage History**Service from 2/10/2008 - 3/8/2008**

Charge for Gas Used (Avg cost per DTH \$ (8.03253))	66.67
Basic Service Fee Total	5.00
Utah Sales Tax (3.55%)	2.54
Municipal Energy Tax (6%)(Santa Clara)	4.30
Current Gas Billing	78.51

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
[REDACTED]	2/15/2008	2230	2/9/2008	2210	6	20 CCF	0.098371	2.0
[REDACTED]	3/8/2008	2328 Est	2/15/2008	2263	22	65 CCF	0.098030	6.4

An estimated read was used to calculate your bill.

Adjustments

3/12/2008 Interest on unpaid previous balance \$ 9.62

Helping the Elderly and those with Disabilities

We're working with the American Red Cross to help elderly and disabled people with low income pay their gas bills. The nonprofit program is called REACH (Residential Energy Assistance through Community Help).

You can sign up to make ongoing charitable contributions to REACH by filling in any dollar amount on the return portion of your gas bill stub. Once you are signed up, we'll bill you that amount each month to help qualified elderly or disabled individuals pay for heat. Thanks for your generosity.

Questions, comments or mailing address corrections?

Call Questar Gas weekdays 7am-7pm (see back of page for details) or visit our Web site: www.questargas.com

Please write your account number on your check and return this portion with your payment.

QUESTAR
Gas

Account	Current Charges Past Due After	Total Amount Due	Amount Enclosed
[REDACTED]	4/8/2008	\$1,050.24	

#BWNJBKUTO**SCH 5-DIGIT 84738
000037830 01 AV 0.312

Questar Gas Company
PO Box 45841
Salt Lake City, UT 84139-0001

Sign me up for a monthly
REACH donation of: \$ _____

Account: [REDACTED]

Page 1 of 1

QUESTAR**Gas**

The correction listed on this statement is due to an inaccurate transponder on your gas meter. We apologize for any inconvenience this may have caused you. If you have any questions please call your local office. Thank you.

**Account Summary** as of: February 14, 2008

Previous Balance Due - 01/31/2008	77.85
Payment Received - 1/28/2008	-77.85
Current Charges - Gas Service	167.37
Corrections	894.74

Total Amount Due Upon Receipt \$1,062.11

1% monthly interest (12% annually) charged on balance on or after 03/07/2008.

Service Address: [REDACTED]

S 105081 0.015200 676.620000 603.000000

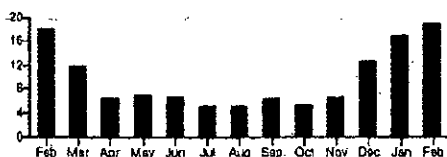
Residential Gas Service UTGS1 Rate

Service Agreement: [REDACTED]

Comparison	Last Year	This Year
Decatherms/Day	0.60	0.61
Dollars/Day	\$5.64	\$5.40

DTH

Usage History

**Service from 1/10/2008 - 2/9/2008**

Charge for Gas Used (Avg cost per DTH \$ (7.82593))	147.91
Basic Service Fee Total	5.00
Utah Sales Tax (3.0048386%)	4.59
Utah Sales Tax (0.4580647%)	0.70
Municipal Energy Tax (6%)(Santa Clara)	9.17
Current Gas Billing	167.37

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
[REDACTED]	2/9/2008	2210	1/9/2008	2018	31	192 CCF	0.098668	18.9

Helping the Elderly and those with Disabilities

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Questions, comments or mailing address corrections?
 Call Questar Gas weekdays 7am-7pm (see back of page for details) or visit our Web site: www.questargas.com
 Please write your account number on your check and return this portion with your payment.

QUESTAR
Gas

Account	Current Charges Past Due After	Total Amount Due	Amount Enclosed
[REDACTED]	3/7/2008	\$1,062.11	

Questar Gas Company
 PO Box 45841
 Salt Lake City, UT 84139-0001



#BWNJBK****AUTO**3-DIGIT 847
 000050078 01 AT 0.334

Sign me up for a monthly
 REACH donation of: \$ _____

f:\h:\08-057-05\031408 fax.pdf

QUESTARUTAH PUBLIC
SERVICE COMMISSION

2008 MAR 14 A 8:19

RECEIVED

February 15, 2008

[REDACTED]

Re: Account # [REDACTED]

Dear Customer,

It has come to our attention that the radio transponder attached to the meter serving your property at [REDACTED], has been reporting your gas usage incorrectly. While the meter has been accurately measuring your gas usage, the information sent by the radio transponder was in error. The radio transponder has been replaced.

This problem has caused an under-collection on your account. As a result, a debit has been made on your bill to reflect the correct billing for the natural gas used. You may choose to pay this, interest-free, over (24) months. A monthly payment on this amount will be required.

We apologize for any inconvenience this may have caused. If you would like to make monthly payment arrangements, or have any questions, please contact me as soon as possible at (801) 324-3016 or (800) 323-5517, ext. 3016.

Sincerely,



Callie Nieman
Billing Analyst

[REDACTED]

Filed on 3/12/08
has until — April 11, 08
Docket #
08-057-05

By

Julie Orchard

Questar Gas Company

1140 West 200 South

P.O. Box 45360

Salt Lake City, UT 84145-0360

Tel 801 324 5555

494941

Docket # 08-057-05
attn: Julie Orchard
from Lori Garcia
(See undersigned
wording)

QUESTAR**Questar Gas Company**

1140 West 200 South

P.O. Box 45360

Salt Lake City, UT 84145-0360

Consumer Affairs

March 4, 2008

Re: [REDACTED]

Dear [REDACTED]:

This letter is in response to your recent contact with the Division of Public Utilities regarding your gas service at the above address. I appreciate the opportunity to respond to your concerns.

Our gas meters are read each month through a transponder; a small radio receiver/transmitter that sends meter reads to a radio-equipped vehicle. On 02/13/08, during a routine inspection of the gas meter and transponder, it was discovered that the meter index read 2263 and the transponder read was 1131. The difference, 1,132 CCF of gas, had gone through your meter but had not been billed to you. It's important that you understand that the transponder wasn't "defective or malfunctioning". Your gas meter was installed on 01/13/06 and a new transponder was installed on the meter. It was discovered that the counting mechanism was set incorrectly and the transponder was only recording half of the actual usage each month. The transponder has been reprogrammed and will now record gas usage at the same rate as the meter index. During the time when the transponder was under-recording the gas usage, the meter index continued to record accurately. As you can see by the reads taken during the inspection, the transponder read of 1,131 was half of the meter index read of 2263.

The Public Service Commission Rules allow Questar Gas Company to correct the billing for 24 months in the case of underbilling. We corrected the bills from 02/22/06 through 02/14/08. I've enclosed a copy of the billing correction and also the Public Service Commission Rule that addresses a "backbill". You can make arrangements to pay the backbill, without interest, over a time period at least equal in length to the time period over which the backbill was assessed. The current balance on your account of \$1,062.11 can be paid in 23 installments of \$45.00 with the final installment of \$27.11. This payment arrangement must be set up on your account to begin billing. Please contact our office at 800-323-5517 to get this set up on your account.

[REDACTED]
March 4, 2008

Page 2

I apologize for the inconvenience this has caused. Unfortunately, with the introduction of new technology, there often are a small number of unanticipated problems. As this came to our attention, we've stepped up inspections in an effort to identify any existing errors as quickly as possible. Thank you for taking the time to review the enclosed information. If you have further questions or concerns, you may contact me directly at (801) 324-3310.

Sincerely,



Linda Kizerian
Consumer Affairs

Cc: Division of Public Utilities
Enclosures

ACTION REQUEST

Date: March 12, 2008

FROM: Public Service Commission

Due: 04/11/08

SUBJECT: Formal Complaint: Garcia vs. Questar Gas Company; 08-057-05

(Company Name, Case Number, etc.)

This is a request for the Division to conduct:

_____ Review Tariff Compliance

_____ Analysis of Complaint

_____ Investigation

 X Other

EXPLANATION AND STATEMENT OF ISSUES TO BE ADDRESSED

03/12/08

08-057-05

(1) FORMAL COMPLAINT In the Matter of the Formal Complaint of Garcia vs. Questar Gas Company

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
 Heber M. Wells State Office Building
 160 East 300 South, Fourth Floor
 P.O. Box 45585
 Salt Lake City, Utah 84114

2008 MAR 12 P 12:03

1494471

I. Name of Complaint: [REDACTED] GARCIA
 Address: [REDACTED]
 Telephone No.: [REDACTED]

2. The utility being complained against is: QUESTAR GAS

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can. _____

2/29/08- WE RECEIVED A BILL FROM QUESTAR IN THE
AMOUNT OF \$1062.41. APPARENTLY, A TRANSPONDER
OF QUESTAR WAS NOT WORKING PROPERLY AND UNDER
BILLED US FOR GAS USAGE. (See attached)

4. Why do you (the Complainant) think these activities are illegal, unjust or improper? THEY
EXPECT ME TO PAY FOR 2 YEARS OF GAS USAGE FOR THEIR
ERROR. IT IS QUESTAR'S RESPONSIBILITY TO MAINTAIN
THEIR EQUIPMENT AND PERIODICALLY INSPECT IT TO BE SURE
IT IS REPORTING ACCURATELY.

5. What relief does the Complainant request? I DO NOT WANT TO PAY
THE BILL THAT QUESTAR SENT ME FOR THEIR ERROR.
I AM NOT RESPONSIBLE FOR THEIR NEGLIGENCE.

6. Signature of Complainant [REDACTED]

Date: 3/7/08

RECEIVED
 DIVISION OF
 UTILITIES
 MAR 12 P 12:03



Questar Gas Company

1140 West 200 South

P.O. Box 45360

Salt Lake City, UT 84145-0360

Tel 801 324 5555

February 15, 2008

[REDACTED]
[REDACTED]
[REDACTED]

Re: Account # [REDACTED]

Dear Customer,

It has come to our attention that the radio transponder attached to the meter serving your property at [REDACTED], has been reporting your gas usage incorrectly. While the meter has been accurately measuring your gas usage, the information sent by the radio transponder was in error. The radio transponder has been replaced.

This problem has caused an under-collection on your account. As a result, a debit has been made on your bill to reflect the correct billing for the natural gas used. You may choose to pay this, interest-free, over (24) months. A monthly payment on this amount will be required.

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Sincerely,

Callie Nieman
Billing Analyst

[REDACTED]
[REDACTED]
[REDACTED]

QUESTAR**Gas**

The correction listed on this statement is due to an inaccurate transponder on your gas meter. We apologize for any inconvenience this may have caused you. If you have any questions please call your local office. Thank you.

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Current Charges - Gas Service 167.37
 Corrections 894.74

Total Amount Due Upon Receipt \$1,062.11

1% monthly interest (12% annually) charged on balance on or after 03/07/20

Service Address: [REDACTED]

5.105081 0.015200 676.620000 603.000000

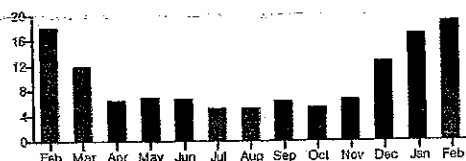
Residential Gas Service UTGS1 Rate

Service Agreement: [REDACTED]

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Dollars/Day	\$5.64	\$5.40

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Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference		Volume Multiplier	Billed DTH
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Please write your account number on your check and return this portion with your payment.

QUESTAR
Gas

Account	Current Charges Past Due After	Total Amount Due	Amount Enclosed
[REDACTED]	3/7/2008	\$1,062.11	

Questar Gas Company
 PO Box 45841
 Salt Lake City, UT 84139-0001



#BWNJVBK****AUTO**3-DIGIT 847
 000050078 01 AT 0.334



Sign me up for a monthly
 REACH donation of: \$ _____

CUSTOMER ACCOUNT ITEMIZATION

ACCOUNT

Corrected Billing				
Date	Read	CCF	Dths.	Amount
03/08/06	90	58	5.7	\$68.93
04/10/06	202	112	11.1	\$120.85
05/11/06	276	74	7.3	\$79.32
06/13/06	350	74	7.3	\$75.57
07/12/06	408	58	5.7	\$59.83
08/09/06	460	52	5.1	\$54.09
09/12/06	530	70	6.9	\$71.28
10/10/06	590	60	5.9	\$61.83
11/09/06	648	58	5.7	\$59.75
12/08/06	760	112	11.1	\$107.35
01/09/07	928	168	16.6	\$153.37
02/08/07	1110	182	18.1	\$169.25
03/13/07	1230	120	11.8	\$117.85
04/09/07	1296	66	6.5	\$67.91
05/09/07	1366	70	6.9	\$63.03
06/11/07	1434	68	6.7	\$61.42
07/12/07	1486	52	5.1	\$47.95
08/09/07	1538	52	5.1	\$48.10
09/12/07	1602	64	6.3	\$58.01
10/10/07	1656	54	5.3	\$49.77
11/09/07	1722	66	6.6	\$64.02
12/12/07	1848	126	12.5	\$115.23
01/09/08	2018	170	16.8	\$149.58
		1986	196.1	\$1,924.29

Difference
\$33.01
\$57.57
\$35.22
\$34.88
\$27.18
\$24.31
\$32.91
\$28.19
\$27.13
\$50.93
\$73.99
\$82.68
\$55.97
\$29.11
\$28.76
\$27.90
\$21.26
\$21.31
\$26.27
\$22.16
\$27.41
\$54.86
\$71.73
\$894.74

INFORMAL COMPLAINT

Complaint # 1151

New

Add Company

Utility Company Questar Gas

CUSTOMER INFORMATION

Customer Name: Garcia, [REDACTED]

Phone Number: [REDACTED]

Other Contact Info: [REDACTED]

Other Phone: [REDACTED]

Account Number: [REDACTED]

Email Address: [REDACTED]

Customer Address: [REDACTED]

OK to Release: ☒

Customer Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

COMPLAINT INFORMATION

Complaint Type Meter Problems / Reads

Date Received

2 /29/2008

Date Closed:

3 /4 /2008

Complaint Received By: Rea

DPU Analyst Assigned

Utility Company Analyst

Company at Fault: ☐

Complaint Description:

Actual Slam Case: ☐Actual Cram Case: ☐

COMPLAINT: Questar recently sent me a bill for over \$1,000.00. The claim that there was a problem with a "transponder" on our gas meter which resulted in us only paying half of the amount due. They we have been "undercharged" for the last 2 years!!! They are trying to "recoup" their loss from me, when it was their faulty equipment. I feel I am not responsible for their management of their faulty equipment. They are. Two years is a bit excessive.

SUGGESTED RESOLUTION: They take the loss, not me. Going forward, I want to know exactly how they calculate the gas that use, and what the total monetary amount will be.

RELEASE TO PRESS: Yes

Complaint Response:

Attached is the letter that I sent to [REDACTED]. Not much more I can do. Completed by Linda Kizerian on 3/4/08.

March 4, 2008

Re: [REDACTED]

Dear [REDACTED]

This letter is in response to your recent contact with the Division of Public Utilities regarding your gas service at the above address. I appreciate the opportunity to respond to your concerns.

Our gas meters are read each month through a transponder; a small radio receiver/transmitter that sends meter reads to a radio-equipped vehicle. On 02/13/08, during a routine inspection of the gas meter and transponder, it was discovered that the meter index read 2263 and the transponder read was 1131. The difference, 1,132 CCF of gas, had gone through your meter but had not been billed to you. It's important that you understand that the transponder wasn't "defective or malfunctioning". Your gas meter was installed on 01/13/06 and a new transponder was installed on the meter. It was discovered that the counting mechanism was set incorrectly and the transponder was only recording half of the actual usage each month. The transponder has been reprogrammed

and will now record gas usage at the same rate as the meter index. During the time when the transponder was under-recording the gas usage, the meter index continued to record accurately. As you can see by the reads taken during the inspection, the transponder read of 1,131 was half of the meter index read of 2263.

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March 4, 2008
Page 2

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Sincerely,

Linda Kizerian
Consumer Affairs

Cc: Division of Public Utilities
Enclosures

Additional Information:

